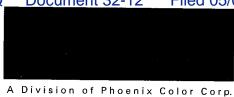
$(\chi_{\mathcal{A}}^{n})_{i,j}(x^{n}) = f_{i,j}(x^{n}) \in \mathfrak{S}_{n}$ + f 4 - + **EXHIBIT 11**

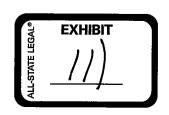
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TO BRUCE Mussbaum, 70- 6180 - # 8UEOSO480

Bruce

I would like to exercise my total customer satisfaction, garringee. We have experienced AM incredible high volume of down time to to problems with the machine mentioned Above. We would like to have this auxelinie Perwed ASAP and replaced.



Donald Tyler UP-Operations

PRINT ON-DEMAND DIVISION

NORTHPOINTE BUILDING G, 22977 EAGLEWOOD COURT, STERLING, VA 20166